

## **CITY OF BURBANK**

### **COMMUNITY ASSISTANCE COORDINATOR**

#### **DEFINITION**

Under general administrative direction to coordinate and implement programs and activities that enhance community access to and understanding of city programs and projects; to respond to questions and complaints from the public; to prepare and disseminate information to the public; to conduct special studies and prepare reports and recommendations on difficult and complex matters; and to do related work as required.

#### **ESSENTIAL FUNCTIONS**

Represents the Mayor, the City council, and City Officials; attends meetings of the Council, boards, commissions, and committees as required; promotes City-sponsored community events, programs, and activities; acts as liaison to citizens, schools, and community groups in providing information and promoting a positive image of the City; Responds to citizen and departmental inquiries and coordinates and performs technical services for the Mayor and City Council; answers inquiries and coordinates and performs technical services for the Mayor and City Council; answers inquiries by telephone or in person to accurately provide information requested or to refer people to the proper source of information; gives information talks to community groups and students; Conducts studies, analyzes records, and prepares reports with findings and recommendations for solution of various community problems; assists in preparing budget and audits expenditure controls; Establish and maintain effective working relationships with supervisors, fellow employees, and the public; drives on City business.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards:**

- Knowledge of – the major principles, practices, methods, and techniques of public administration; the functions and responsibilities of various municipal departments and offices.
- Ability to – comprehend complex questions and give information rapidly, accurately, and tactfully communicate effectively and prepare and present written and oral reports.

**Education/Training:** Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to a Bachelor's degree from an accredited college and two years of responsible experience in administrative, budget, personnel, public education or the community information fields. NOTE: The education and experience requirements may be met through a combination of education and experience, including: six years of responsible experience in administration, budget, personnel, public education or community information. Completion of requirements for a master's degree in public administration or work related field may be substituted for six months of the required experience.

**License & Certificates:** A valid California Class "C" driver's license or equivalent at time of appointment.

#### **SUPPLEMENTAL INFORMATION**

**Desirable Qualifications:** In addition to English, oral and written skills in another language.